

# **IVR Phone System Information Sheet**

Dial **1.866.701.3354** to Enter into System

When prompted enter in permit number (ONLY last four digits of permit)

For example permit PLUM-9-09-9414, enter **9 4 1 4**

The system will state the address associated with the permit number

Then asks if this is the correct address

Press 1 for Yes Press 2 for No

## **Permit Menu**

Press 1 to Request New Inspection

Press 2 to Submit Cancellation of a Pending Inspection

Press 3 to Submit a Date Change for a Pending Inspection

Press 4 to Check Inspection or Permit Status

Press 9 to Return to the Main Menu

## **Request New Inspection (Press 1)**

Prompts for the Inspection Reference Number (The 3 DIGIT IVR Number on the Inspection Handout)

The system will also list available inspections for that permit if you do not have an IVR list available.

Press 8 to Return to Previous Menu or

Enter the 3 Digit IVR Number

Press 1 for next business day (The system will say Day, Month, Date)

Press 0 to Return to Previous Menu

**WE ASK THAT YOU NOT SCHEDULE MORE THAN ONE BUSINESS DAY OUT**

**PLEASE REMEMBER THAT 3PM IS STILL OUR CUT OFF TIME FOR INSPECTIONS**

## **Submit Cancellation of a Pending Inspection (Press 2)**

An Inspection has to be scheduled to cancel a pending inspection

'Same Day' inspections can not be cancelled – The inspection has to be cancelled before the day of inspection

## **Submit a Date Change for a Pending Inspection (Press 3)**

An Inspection has to be scheduled to cancel a pending inspection

'Same Day' inspections can not be changed – The inspection has to be changed before the day of inspection

## **Check Inspection or Permit Status (Press 4)**

Press 1 for Permit Status

Press 2 for Status of Inspection

Press 8 for Previous Menu

Press 9 for Main Menu

### **Permit Status (Press 1) - System states status**

Remember: 'Signatures Needed' means the Inspections Dept. need Signatures to Schedule Inspections

'Hold for Flood' means the Flood Admin. in Planning needs to Inspect or a Survey is needed

### **Status of Inspection (Press 2)**

Press 1 for Past Week of Inspections

Press 2 for last 2 Weeks of Inspections

Press 3 for last Month of Inspections

Press 4 for all Inspections

Press 8 for Previous Menu

Press 9 for Main Menu